

**DUTY STATEMENT
DEPARTMENT OF STATE HOSPITALS – ATASCADERO
MEDICAL STAFF OFFICE**

**JOB CLASSIFICATION: STAFF SERVICES ANALYST
(CREDENTIALING COORDINATOR)**

1. MAJOR TASKS, DUTIES, AND RESPONSIBILITIES

Under supervision of the Staff Services Manager I (SSMI), performs work of average difficulty and makes decisions in a wide variety of consultative and analytical staff services assignments such as program evaluation and planning; systems development; budgeting, planning, training, management, and personnel analysis; draws organization workload and other charts. Performs a wide range of established consultative and analytical activities of organizational concern.

70% **Responsible for recruitment, credentialing and re-credentialing of Medical Staff members** (except when discipline chiefs assume responsibility for recruitment). Review psychiatry, medicine, psychology, social work, nurse practitioner, consultant and contract physician applications to the Medical Staff for compliance. Review each application packet to assure it meets criteria set forth in state regulations and the Medical Staff Bylaws and Rules to work at this facility. Field contacts from prospective applicants and consult on qualifications for credentialing and employment.

Work collaboratively with Human Resources to ensure that recruitment, application, and hiring processes coordinate effectively.

Review each appointment packet to verify that it meets the requirements for hiring and privileging. Notify hiring manager and appropriate Medical Staff Credentialing Committee when packet is complete.

As the hospital's representative, request information on each applicant from the National Practitioner Database (NPDB). Review the report and submit findings to the appropriate Medical Staff Credentialing Committee. Track and verify charges and payments on invoices.

Request physician profiles to verify medical degree, internship, residency, fellowship, board certifications, current DEA number, and Education Commission for Foreign Medical Graduates (if applicable) on each applicant through the American Medical Association and other authorized sources. Compare reports from primary source verification with the application to verify authenticity. Submit findings to the hiring manager and the appropriate Medical Staff Credentialing Committee. Track and verify charges and payments on invoices.

Maintain Medical Staff credentialing spreadsheet to track clinician re-appointment dates for timely renewal. Work closely with Medical Staff member being re-privileged to complete the re-credentialing process; request documents, track submission, analyze for any changes and present completed packets to the appropriate committees.

Continuously monitor license expiration dates and keep the appropriate Department/Service Chief up to date on information. Gather Continuing Medical Education (CME) information as required from each applicant for appointment or re-appointment to the Medical Staff. Monitor that each physician reports, as required by the Medical Board, an average of 25 hours each calendar year. Track and monitor license waivers for compliance with specific regulations.

Arrange orientation and training schedules for all Medical Staff members, except when these are arranged by program or discipline staff. Track and monitor the provisional proctoring period in order to acquire active Medical Staff status.

10% **Prepares for audits from The Joint Commission; Licensing; and other external review bodies; and assists in making recommendations on procedures to the SSMI and/or Medical Director's Office.** Ensures that Medical Staff processes, documents and files meet appropriate Joint Commission and other pertinent external standards. With the assistance of Standards Compliances, develops and implements new procedures as needed and monitors for progress.

10% **Assist Department Chairs in the preparation of Governing Body reports.** Prepare statistical and summary reports with written recommendations to the Medical Staff Executive Committee. Prepare reports as requested for the Medical Director's Office, Department/Service Chiefs, and Medical Staff and department officers.

Responsible for the planning, organization, and coordination of activities for Medical Staff meetings, as assigned; document and track issues discussed and research information for committee chairpersons regarding regulations and standards applicable to their committees; conduct research and make recommendations on Medical Staff issues; maintain documentation of evidence of compliance.

Act as Account Manager for the Medical Staff personnel, evaluating equipment performance, preparing and processing service requests, provide training and guidance on computer systems and office machines.

10% Provide back-up to the other Medical Staff Office support staff as needed. Provide training as needed. Assist SSML, Chief of Staff, Medical Staff Coordinator, and others with various special projects or requests from administration.

2. SUPERVISION RECEIVED

Staff Services Manager I

3. SUPERVISION EXERCISED

N/A

4. KNOWLEDGE AND ABILITIES

KNOWLEDGE OF: Principles, practices and trends of public and business administration, management and supportive staff services such as budgeting, personnel and management analysis; governmental functions and organization.

ABILITY TO: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contacted during the course of work.

5. REQUIRED COMPETENCIES

INFECTION CONTROL

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards.

CPR

N/A

MANAGEMENT OF ASSAULTIVE BEHAVIOR

N/A

RELATIONSHIP SECURITY

Demonstrates professional interactions with patients and maintains therapeutic boundaries.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION

Maintains and safeguards the privacy and security of patients' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

CULTURAL AWARENESS

Demonstrates awareness to multicultural issues in the workplace which enable the employee to work effectively.

SITE SPECIFIC COMPETENCIES

- Knowledge of the Medical Staff Bylaws and Rules
- Knowledge of Joint Commission and other external standards affecting Medical Staff functions
- Knowledge of the National Practitioner Data Bank to obtain reports on prospective staff
- Knowledge of the American Medical Association and American Osteopathic Association to obtain Physician Profile reports for prospective staff
- Knowledge of Department of State Hospitals – Atascadero hiring procedures for Medical Staff members (including contractors and consultants)
- Knowledge of credentialing procedures for Medical Staff members (including contractors and consultants)

TECHNICAL PROFICIENCY (SITE SPECIFIC)

Computer Skills, e.g., Microsoft Word, Access, Excel; printers; Internet skills; Outlook email.

6. LICENSE OR CERTIFICATION

N/A

7. TRAINING – Training Category = 10

The employee is required to keep current with the completion of all required training.

8. WORKING CONDITIONS

The employee is required to work any shift and schedule in a variety of settings throughout the hospital and may be required to work overtime and float to other work locations as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

Employee's Signature

Date

Supervisor's Signature

Date

Reviewing Officer's Signature

Date